

**City of Menasha  
Information Technology Steering Committee  
Gegan Room  
Menasha Public Library  
Tuesday, April 10, 2012  
3:30 P.M.  
Minutes**

**A. Call to Order**

Meeting called to order at 3:41 PM by VICE-CHAIRMAN Benner.

**B. Roll Call/Excused Absences**

Present: VICE-CHAIRMAN Benner, COMP Stoffel, ITMgr Lacey, PC Styka and PWEA Montour

Excused: PHD Nett and PP Homan

**C. Minutes to Approve – Approval of Minutes of February 14, 2012 IT Steering Committee meeting.**

Motion by ITMgr Lacy, seconded by PWEA Montour to approve the minutes of the February 14, 2012 IT Steering Committee meeting as submitted. Motion carried.

**D. Public Comments on any matter of concern to this Agenda  
(Five (5) minute time limit for each person)**

NONE

**E. Report of Department Heads/Staff/Consultants – Committee monthly update on status of projects/operations/costs**

ITMgr Lacy distributed and reviewed with the Committee the March activity report. Budget is at 26% through the month of March; BOSS software is being installed; Winnebago County will be picking up 100% of the cost of the communication changeover for Police; the new email software is being installed to allow for unlimited storage of emails, the prior system had some shortcomings in that area. VICE-CHAIRMAN Benner commented that the new system is not as easy to navigate as the prior system and would like to have a Council workshop on the proper use of this new email. VICE-CHAIRMAN Benner also

commented on the electronic voting equipment and that he did not think his spouse had received correct instruction on the use of the equipment. He will be talking with the City Clerk concerning this matter.

**F. ACTION ITEMS – (1)** Committee update and discussion on using “Twitter” for expanding social media outreach into the community

PC Styka gave the Committee a brief update on how “Twitter” is being used by the Menasha Police Department. He distributed a picture of the Police Department site which showed only “tweets” from the Department. “Tweets” from other parties do not show up on the site, protecting them from public view. All activity is also transferred to the Police Department “Facebook” page where it is backed up. PC Styka did contact the Attorney General’s office for direction on how “Twitter” contacts would be considered under the open records law. The Attorney General’s office has not yet issued an opinion on this subject. The question came up on how a search by key word be done on “Facebook”; that issue will be investigated further. PC Styka also said that some type of a disclaimer will be placed on the Police Department “Twitter” site in the future.

**ACTION ITEMS – (2)** Committee discussion and action on expanding the use of credit cards for payment of City charges

PC Styka addressed the Committee concerning his opinion that the City departments need to become more user-friendly when customers wish to use credit/debit cards to pay for transactions with the City. PC Styka’s concern is that for some transactions with the City, credit cards can be used but the processing fee is very high and he would like to see that changed. Currently, credit cards can be used to pay for bonds at the Police Department, property taxes in Finance, registration for programs in Recreation and sales of gasoline or other retail items at the Marina. The Marina is the only “true” location where you can swipe your credit card. The other three use a third party which is contacted by the individual and then charged a processing fee for the service.

PC Styka handed out sheets showing costs for going to a credit card system for City departments. Discussion centered on how the City would recover the fee that is charged by the credit card company for this convenience. Motion by ITMgr Lacey, seconded by COMP Stoffel to refer this topic to the next Department Head meeting for discussion. Motion carried.

**ACTION ITEMS – (3)** Committee discussion and action on need for a process to alert all departments when an employee is hired or terminated, so that the affected department can perform the necessary tasks that are the result of this employment change

ITMgr Lacey brought up the need by the IT Department for better information on when employees are hired or leave the City's employment. Often, the IT Department is only informed of this event when the employee is already on the job and needs a telephone, computer, internet access and email address then or when the employee has already left the City and should have been cut off from all access to City electronic information. VICE-CHAIRMAN Benner spoke strongly in support of such a process, which could originate from the Personnel Department. Motion by ITMgr Lacey, Seconded by VICE-CHAIRMAN Benner to refer this topic to the next Department Head meeting for discussion. Motion carried.

**ACTION ITEMS – (4)** Committee discussion and action on next IT Steering Committee meeting date – May 8<sup>th</sup>, second Tuesday

After discussion, by consensus of the Committee members present, the next Information Technology Steering Committee meeting will be held on Tuesday, May 8<sup>th</sup> at 3:30 PM in the Gegan Room of the Menasha Public Library. Items # 2 and # 3 of this agenda will again be listed for discussion and action on the May 8<sup>th</sup> agenda.

#### **G. ADJOURNMENT**

Motion by ITMgr Lacey, seconded by PWEA Montour to adjourn. Motion carried. Meeting adjourned at 4:39 PM.

Respectfully submitted,

Thomas Stoffel  
Committee Secretary